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**CENTRAL FAX CENTER****OCT 13 2004****CONFIDENTIAL**  
**FACSIMILE TRANSMITTAL SHEET****DATE SENT:** October 13, 2004**DELIVER TO:**

**Name:** Examiner Andre Jackson  
**Company:** USPTO/GAU 3677  
**Phone No:** 703-605-4276  
**Fax No:** 703-872-9306

**FROM:** Ramraj Soundararajan**YOUR FILE:** 09/768,458

THERE WILL BE A TOTAL OF **24** PAGE(S) INCLUDING THIS COVER SHEET.  
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**In re Application of:** Kraft et al.**Serial No.:** 09/768,458**Group Art Unit:** 3677**Filed:** 1/25/2001**Examiner:** Andre L. Jackson

**Title:** *Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach  
Based on an Unexpected Change in Schedule of Services (time, location)*

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09/768,458

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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AMENDMENT

MS Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the outstanding office action of 7/14/2004, please amend the above-  
identified application as follows: